Employee and Family Assistance Program

What is an EAP?
FSEAP provides quick access to experienced professional counsellors who help you resolve a broad range of personal and work-related issues. We also provide useful information and referrals to community resources for you and your immediate family.

Confidentiality
Anything you or an eligible family member discusses with the counsellor is kept confidential. FSEAP Counsellors do not release any information without prior written consent except to protect life and when ordered to do so by a court of law. In order to be accountable, FSEAP provides summary reports to your employer that contain no individual or identifying information.

Who Provides the Services?
FSEAP Thames Valley provides confidential counselling, advisory services and crisis support locally, across Canada and in the United States. You can access face-to-face counselling in a location near to where you live and work. You can also access counselling over the phone or using the internet. Our professional staff are experienced Masters level counsellors. Your employer pays for the services provided by FSEAP.

1-877-433-0701

Who is Eligible?
Eligible employees and their immediate family members can also access up to 12 sessions of confidential counselling per year. Please see UWO EAP web page for eligibility.

- Confidential services
- Helpful counselling from qualified professional staff
- Immediate assistance by telephone 24 hours a day / 365 days a year
- Information to help you with living and working
- Assistance connecting to community resources
What Services are Available?
As part of your Employee Assistance Program, you and your eligible dependents have access to the following services:

1-877-433-0701

Confidential Counselling
You can access highly effective, short-term confidential counselling for yourself, your family and your relationship. You can speak with a professional counsellor and make an appointment by phone locally during regular business hours and 24/7 through our toll-free line 1-877-433-0701. Face-to-face counselling appointments are scheduled within 3 business days of your call to us. For added convenience, you can also arrange for confidential telephone or web-based counselling sessions.

Face to Face / Telephone / Web Based
- Relationship Issues
- Depression / Anxiety / Stress
- Grief / Loss
- Parenting / Family Relationships
- Eldercare / Childcare / Youth
- Work Stress / Workplace Conflict
- Personal Crisis
- Balancing Work and Family
- Financial & Credit Concerns
- Life Skills / Career Coaching

24/7 Helpline - Crisis and Emergency Telephone Support
If you are feeling distressed, you can call us immediately to talk with a professional counsellor trained in telephone crisis response. This helpline can help you control overwhelming feelings of anger, fear or anxiety. You can speak confidentially about anything that is causing distress. If you are feeling threatened or unsafe, a counsellor can help you create an action plan for your personal safety.

Additional Work-Life Support Services

Financial / Credit Counselling
Advisors help with budgeting techniques, budget goals, credit counselling and Debt Management Programs to bring financial order into your life and reduce stress.

Family Consultation Services
Families often need extra support in finding care for loved ones including senior care. Family consultants assist with service coordination, referrals to resources and supports.

Nutrition Services
Consultations are provided by a registered dietician to assist with healthy eating, weight loss and clinical nutrition regarding health-related problems.

Career Consultation Services
Consultants provide assistance for goal setting, career advancement or transition, work-life balance, and build skills sets making better employees.

On-line Resource
www.uwo.ca/hr/benefits/eap
Explore on-line information that will help you deal with the challenges of life as well as provide you with practical tips and strategies for living a healthier work and personal life. All Western employees can access the confidential on-line resources, information and tools by logging into the FSEAP portal. Follow the link found on www.uwo.ca/hr/benefits/eap. User name: TO-HL-31203 and Password: healthyliving

FSEAP Thames Valley
125 Woodward Avenue, London, Ontario N6H 2H1
Tel: 519-433-0700 Toll Free: 1-877-433-0701
TTY Service: 1-888-234-0414